

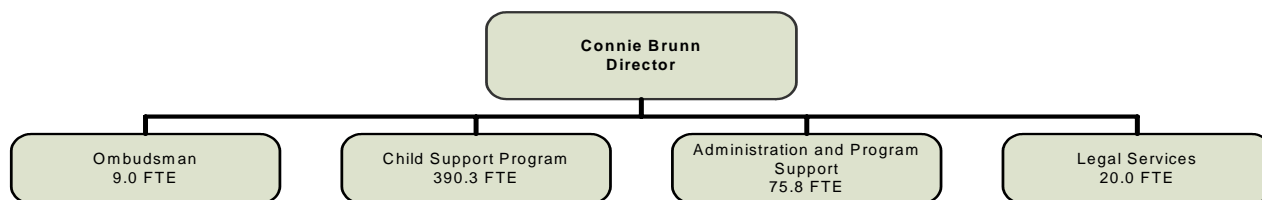
CHILD SUPPORT SERVICES

Connie Brunn

I. MISSION STATEMENT

The County of San Bernardino Department of Child Support Services determines paternity, establishes and enforces child support orders, and issues payments to assist families in meeting the financial and medical needs of their children. We provide timely and effective service in a professional manner.

II. ORGANIZATIONAL CHART



III. DESCRIPTION OF MAJOR SERVICES

The Department of Child Support Services provides assistance to families in meeting their mutual obligation to provide financial and medical support for their children. These services are offered throughout San Bernardino County with offices strategically located in the high desert, the west end and the greater San Bernardino area.

Child Support Services is dedicated to executing the program in a manner that puts the needs of the children first and foremost. The belief that working collaboratively with parents in understanding and meeting their obligations is a fundamental element in the success of this program.

The services provided by the Department of Child Support Services are:

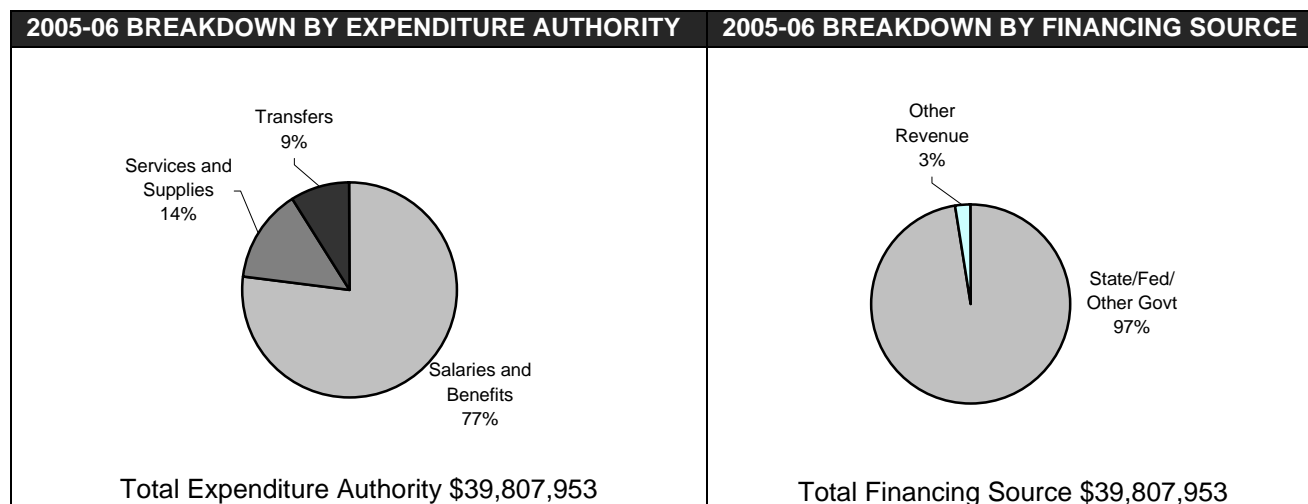
- Locating parents to establish court orders for paternity, child and medical support
- Locating parents and assets to enforce court orders
- Enforcing court orders for child, family, spousal and medical support
- Collecting and distributing support payments
- Maintaining records of payments paid and balances due
- Modifying court orders when appropriate

Additionally, the Department of Child Support Services offers services to assist customers with concerns that may arise in the progress of their case. The Complaint Resolution process affords customers the opportunity to raise concerns with the processing of their case and a means to resolving these issues. The Ombuds program offers parents a liaison between the department and themselves.

Currently the Department has implemented a call center and interview team to improve our level of customer service. Information regarding the program may be accessed via the internet at <http://hss.co.san-bernardino.ca.us/dcscs/>. Customers may get specific information regarding their case by accessing the payment website at <https://www.casespaymentweb.com/cpw/Welcome.do>.



IV. 2005-06 BUDGET



V. GOALS & 2006-07 OBJECTIVES AT CURRENT FUNDING LEVELS

GOALS	2006-07 OBJECTIVES
1. Improve organizational performance.	A. Improve performance by partnering with parents, employers, other county departments, other counties, and other states.
2. Improve service delivery and compliance mandates.	A. Increase CSS staff awareness of compliance mandates by providing training and tools necessary to meet timeframes.

The goals were chosen to advance the mission of the department. Trying to provide for basic living needs, such as food and clothing is a financial challenge for many families. Child support helps by ensuring that both parents share the financial responsibility for their children.

Percentage of collection on current support measures the total amount of current support due as a percentage of the total amount of current support actually collected during the same federal fiscal year. This is a key measure as it is critical to promote family self-sufficiency. Percentages for federal fiscal year 2004 and 2005 were 41.4% and 44% respectively.

Percentage of cases with a child support order measures cases with support orders already established as a proportion of total cases requiring support orders to be established. In order to collect child support, a court order for support must be established. CSS will strive to establish fair and appropriate orders, based on actual income, partnering with both parents whenever possible.

Compliance is measured in the functional areas of Establishment/Modification, Enforcement, Review & Adjustment, Interstate, Medical, Collections & Distribution and Closure. Quarterly data reliability and compliance audits of sample cases are conducted throughout the year. Improving compliance is integral to improving the performance of the department.



VI. PERFORMANCE MEASURES AT CURRENT FUNDING LEVELS

OBJT.	MEASUREMENT	2006-07 (Projected)
1A.	Increase percent of collections on current support.	50%
1A.	Increase the percentage of cases with a support order established.	75%
2A.	Meet key case processing timeframes necessary for compliance of cases.	90%

If there are questions about this business plan, please contact Connie Brunn, Director, at (909) 478-6949.

